

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2019/2020

BOB2024 – ORGANISATIONAL BEHAVIOUR

13th MARCH 2020
9.00 a.m. – 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS:

1. This question paper consists of 2 pages (excluding the cover page).
2. Answer ALL questions.
3. The total mark for this paper is 100 marks. This final examination will contribute 50% towards your grade in this course.

Answer ALL questions. Each question carries 25 marks.

Question 1

- a) What are conceptual skills? How are they different from human skills? (6 marks)
- b) Identify and describe the key traits in the Big Five personality model. (10 marks)
- c) Explain McClelland's learned needs theory, and discuss its implication for motivating employees. (9 marks)

[25 marks]

Question 2

- a) List and briefly describe the five-stage model of group development. (10 marks)
- b) Define organizational culture. Discuss the **seven (7)** primary characteristics that capture the essence of an organization's culture. (15 marks)

[25 marks]

Continued...

Question 3

- a) Power can be defined as the capacity or ability to direct or influence the behavior of others or the course of events.
- (i) Discuss **five (5)** sources of power. (10 marks)
 - (ii) Based on part (i), explain which bases of power are most effective? (3 marks)
- b) People generally will resist change. Discuss any **six (6)** strategies that managers could implement to overcome resistance to change. (12 marks)

[25 marks]

Question 4

Briefly discuss any **five (5)** of the following concepts in relation to Organizational Behavior. Highlight your answers with suitable examples.

- a) Organizational citizenship behavior
- b) Charismatic leadership
- c) Stereotyping
- d) Groupthink
- e) Machiavellianism
- f) Grapevine

[25 marks]

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